

WHAT'S ON IN BOTCHERBY



BOTCHERBY FOOD CO-OP

is now operating from the community centre on Victoria Road. The scheme is open to all members of the public. Orders have to be submitted by Wednesday lunchtime for collection on Friday lunchtime. Please contact Helen Fisher on 596992 for more details.

Full bag of fruit or veg - £3.00
1/2 bag of fruit or veg - £1.50



Mix & Match available

Meet friends old and new!



Every Wednesday
from 9.00am - 12noon
at Botcherby Community Centre
Contact 01228 596 992

Credit Union Collection Point is on a Wednesday
between 1.00pm and 2.00pm at BAT office.

John Martin's Pub Quiz Answers... 1. Dixon's Chimney built in 1836
2. Twinkletoes 3. Newcastle 4. Charlotte 5. The Carlisle Bell 6. Asda
7. Neil Kinnock 8. Cowans Sheldon Ltd 9. Charles Shepherd 10. 1974



CHAMPSCAMP BOXING CLASSES

are now running out of Botcherby Community Centre. There are 2 sessions on Friday evenings. Under 12s run from 6.15pm until 7.30pm and 12-18s run from 7.30pm to 8.45pm. For more info please contact Barrie Scougal on 07825 447636 or Helen Fisher on 596992.

NEIGHBOURHOOD FORUM MEETINGS

Meetings are held every 3 months at Botcherby Community Centre. Details are advertised locally and in the press.

BOTCHERBY

Riverside Local Newsletter

Summer 2009 Edition



First Milestone Achieved!

We aimed to increase the proportion of tenants who are satisfied with Botcherby as a place to live from 43% (STATUS survey 2007) to 46% by the end of March 2009. Our most recent survey in March this year shows that satisfaction has risen to 50%!



"I love my new house!"

The pilot schemes to revitalise the exteriors of houses on Durranshill Road and Ennerdale Avenue are now almost complete and we have surveyed all tenants involved, about quality, colour schemes and workmanship.

You can have a copy of the draft Botcherby Revitalisation Strategy to read in detail - just request a copy at the BAT Office (11 Merith Avenue).

Views expressed include:

- 'Looks brilliant'
- 'Very satisfied'
- 'Spot on'
- 'Very good workforce'
- 'They look brand new'

All comments raised have been fed back to staff and contractors in order to improve standards further in the wider role out.

Riverside is committed to keeping you informed and involved. We will discuss all proposals through the Regeneration Working Group and let everyone know what is happening on an individual level, at specially arranged events and through the Local Newsletter. Please don't believe rumours - if Riverside hasn't told you then it probably isn't true! You can call into the BAT Office during opening hours to talk about any aspect of the Revitalisation Strategy.

Contact us

www.riverside.org.uk
email: carlisle.enquires@riverside.org.uk

Customer Service Team
0800 169 3245
With inclusive call packages or mobile phones, it may be cheaper to call 0345 155 9020

You can also visit the office at
English Gate Plaza, Botchergate, Carlisle CA1 1RP
Opening hours: Mon-Thurs 9am-5pm Fri 9am-4.30pm
Please note the office will be open at 10.30am on the first Wednesday of every month.

We are happy to accept Tynetalk calls

Riverside
Registered office: English Gate Plaza,
Botchergate, Carlisle CA1 1RP

A charitable Industrial and
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If you need this information in another format (such as large print or audio or another language), please contact us.

0800 169 3245 or 0345 155 9020

Paskambinkite mums dėl vertimų

Appelez-nous pour vos besoins en traductions

Jeżeli potrzebujesz tłumaczenia, zadzwoń do nas

Para tradução, telefone-nos

若需翻譯服務，請致電我們。

欢迎电话查询翻译服务事宜。

অনুবাদের জন্য আমাদের টেলিফোন করুন।

ترجمہ کے لئے ہمیں فون کریں

Work Starts on Freshfield Court!



Work has started on our multi-million pound redevelopment of Freshfield Court to bring the 21 flats and 8 flats at the front of the building up to modern standards. It is one of the first steps in the rejuvenation of Botcherby!

Eric Hall-Buckner who is 84 and has lived there for 20 years said:

“ **New windows were a priority - mine have been done and they look great! The workmen are excellent - very friendly** ”

Bell Simpson said :

“ **This will be a bit of an upheaval but it will be worthwhile in the end, when you look at the whole picture** ”

The Tenant Liaison Officer who is managing communication with tenants is Ruth Carr and she had high praise for residents of the scheme and their willingness to get involved.

As works progress on the site more information will be provided in this newsletter.

Work will include new kitchens, bathrooms and windows and an upgrade of communal areas including outside spaces. Tenants will also benefit from greater security and privacy as the scheme will be transformed into a gated community.

The improvements will take about a year to complete but will significantly improve tenants' quality of life and those who live there are delighted at the prospect!

The Friends of Melbourne Park

The Friends of Melbourne Park consists of people living on both sides of the park who take an interest in it. They meet approximately once every 6 weeks, for an hour or so, except for the winter break, to discuss all aspects of the park, such as maintenance, rubbish, wildlife habitat and recreational use. Changes on the park have been brought about as a result of the group, such as the addition of gates to prevent cars being burnt on the park, picnic tables, bulbs and trees. The potential for improvement of this valued area is great, and the group would welcome more interest.



For more details please contact Renuka Saxena on 01228 226349

The Garden Equipment Loan Scheme



The Loan Scheme has re-started and will run until the end of October. The scheme is free to all Botcherby tenants.

We have new, more powerful lawn mowers and hedge trimmers and more extension leads. The scheme is operated from the Botcherby Action Team at 11 Merith Avenue. Opening hours are 9am to 12.30pm on Mondays and Fridays and 1pm to 4.30pm on Wednesdays. Please contact Gwen Binns (516201) or Tracey Edmondson (516202) for more details.

**Sick of Arguments?
Tired of Trouble?
Conflict getting you down?
Would you like to sort things out?**

MEDIATION MAY BE THE ANSWER!

MEDIATION is a way of dealing with disputes in a way that helps everyone involved decide how things get sorted out.

MEDIATION helps people learn skills that can be useful in handling future disputes.

MEDIATION can help resolve things without the expense and stress of going to Court... giving people the chance to sort things out for themselves so that everyone is a winner!

MEDIATION gives people the chance to patch things up!



Contact a Riverside Officer on 0800 169 3245 for more information

Riverside

**Are you a Riverside Tenant?
Do you want to learn new skills and improve your life?
Then why not try our FREE Short Lunch & Learn 12 Hour Courses!**

My Life... My Future
A personal career planning course which helps you recognise your strengths, skills & qualities to help you start to find a job.

Managing your Money
A practical user friendly course designed to help you understand and manage your finances, including your benefits, household bills and credit card bills.

Basic Word Processing
A basic starters guide for people interested in developing their Word Processing skills.

Communicating with Confidence
A confidence building course which helps you communicate more clearly.

Please note these courses are aimed at people with less than 5 GCSE's and/or are currently looking for a job.

Lunch at each course will be provided FREE OF CHARGE Limited places... first come first served!

For further details please contact Heather Conroy on 01228 882849

Adaptations to Your Home

If a long term illness or disability is making life around the home difficult for you or someone in your family, installing an aid or adaptation could improve your quality of life. Examples include grab rails, hand rails, walk in shower, door entry systems, ramps and smoke alarms.

If you are a Riverside Carlisle tenant you can apply for an adaptation for anyone living in your home.

To find out more about aids and adaptations, including criteria you need to qualify please contact our customer services on 0800 169 3245

Your Chance to Win!

When we install aids and adaptations to your home, we need to know the service we provide is satisfactory. We now ask all tenants who have an aid or adaptation in their home to fill in a customer satisfaction questionnaire. Every tenant who returns a questionnaire will be entered into a quarterly draw for £50 of Marks and Spencer vouchers.

WOULD YOU LIKE A DIFFERENT FORMAT?

When we send out newsletters please can you let me know if you would like them in a different format:

Please Tick

- In large print (16 point print)
- On audio tape
- On audio CD
- In Braille
- In a written language other than English

(Please note this is only available when English is not understood within the household)

Are we sending out written information in the right format for you? Please Tick YES NO

If no please let us know which format you require:

Name

Address

Please return this slip to the BAT office at 11 Merith Avenue



New Improved Grounds Maintenance Contract

This year promises to be our best year yet as Riverside is committed to improving services delivered to Customers and especially the Environmental quality of our neighbourhoods in Carlisle and the surrounding areas.

We have invested in a bigger workforce, more new equipment and a new way of working through our partnering contract which allows Riverside and contractors to share resources leading to cost savings and the ability to carry out more improvement work.

The Contract is for 5 years and now covers 18 Neighbourhood estates, 21 Rural estates, 7 Partial Dependency Homes, and 400 Vacant Property Gardens per year.

A key feature of the contract is the Fast Response Team which will be able to react more quickly to problem areas in our estates.

Keeping your Neighbourhood Tidy!

Litter and Waste disposal is a costly problem and sadly deflects valuable resources away from other works paid for by tenants. If there was less litter and fly tipping in the estates then more money would be available for other improvements.

Please be responsible and clean up after your dog. Take action - report owners who don't. Dog mess can cause blindness in children and owners who don't clean up after their dogs can be fined by the Local Authority too!



Did you know that infections caused by fouling can lead to blindness in 100 children a year in Britain!

Summer is here!

Summer is here and so we will be moving to a major part of our grass mowing programme. This will involve carrying out a fortnightly mowing regime and using mowers which not only cut the grass but mash the grass encouraging its quicker breakdown, which means that it then composts down and feeds the new grass. Although we have received a number of complaints in the past about us leaving grass cuttings on site the vast majority of grass plots are maintained by this method as it is the most cost efficient, labour efficient and environmentally friendly approach.

Residents who have routine maintenance concerns can contact the ISS Helpdesk 0845 2702300 or Riverside Carlisle 0800 1693245 or 0345 155 9020

John Martin's Pub Quiz

- 1 Which Carlisle Building was once the tallest structure in Europe?
- 2 George Baxter used to carry Carlisle United's mascot fox onto the pitch before every game - what was his nickname?
- 3 The first railway into Carlisle in 1838 linked us with which other city?
- 4 Scottish writer Sir Walter Scott was married in Carlisle. What was his wife's first name?
- 5 Which Carlisle horse racing trophy is one of the oldest in the world?
- 6 Which was the first of the big supermarket chains to open an out of town supermarket in Carlisle in 1987?
- 7 Which politician opened the new Sands Centre in 1985?
- 8 Which company known as 'Crane Makers to the world' were based at St Nicholas?
- 9 Which Carlisle boxer held the super feather weight commonwealth championship title in 1999?
- 10 When was the county of Cumbria created?

How many did you get right? Answers on page 8

ASB (ANTI SOCIAL BEHAVIOUR)



Anti-Social Behaviour has been raised as a concern of Botcherby residents so we will continue to report back to you (via this regular slot) about actions which Riverside has taken to combat ASB on the estate.

- Recent actions include:**
- 18 Acceptable behaviour Contracts (ABCs) have been served over the last two months due to youth nuisance on Botcherby.
 - 1 tenant evicted for ASB due to drug dealing
 - Vulnerable residents on Wood Street were being targeted for ASB - the good news is that this has now stopped!

Things are pretty quite on Botcherby at the moment with only low levels of ASB being reported.

If you have any ASB to report please call into the Merith Avenue or EGP offices or use the 24 hour reporting service on 0345 155 9020.

PATCH WALKS

Riverside Carlisle carry out regular Patch walks on Botcherby and we use these to identify problems on the estate such as fly tipping, ASB, etc. In each issue of your local newsletter we will report back to you about the issues picked up in patch walks.

In the recent patch walk fly-tipping in the park was highlighted as a major issue. We also identified a number of untidy gardens and would like to remind you that keeping your garden tidy is a key part of your tenancy agreement. If you don't have the right kind of garden equipment please use our Garden Loan Scheme - it is free!



DIGGIN' IT!

Riverside Carlisle have recruited 6 students to a 10 week course - called 'Land-based Operation', at the end of which they will get an NVQ Level 1 qualification. The course is being run in partnership with Connexions, University of Cumbria and Carlisle City Council and the students had to be neither in education nor employment to qualify for a place. As an incentive each student receives £15 on completion of a session and the team have been working together to clean up gardens where people cannot manage them and also open spaces on Botcherby. This is just a small part of Riverside Carlisle's work to transform Botcherby and to up-skill people to enable them to find work more easily.

The next patch walk is 14 July at 2pm, meeting at 11 Merith Avenue. Feel free to attend as this is your chance to address any issues which you may have!

Meet Your Housing Officer



Tracey Edmondson



Gwen Binns

MONEY MATTERS

Due to the credit crunch many of us are struggling to make ends meet. So it's more important than ever that we all make the most of the money we have got.

The Now Lets Talk Money campaign is about helping everyone in Cumbria to do just that. The county council, local authorities, credit unions, debt advice agencies and housing associations are working together to make sure everyone can make

the right choices for them. Have a look at how you compare against our checklist?

- I have a **bank account**
- I **save** a little amount regularly
- I have low cost **home contents insurance**
- I know how to access **affordable loans** in an emergency
- I know where to get the **information I need** to help me manage my money

These 5 things really make money stretch further and could make a real difference for you now and in future.



If you don't have access to any of the above and want to know more contact **DRAMA** (debt rescue and money advice) on **01900 607500** or speak to **Tracy Andrew** at Riverside on **01228 882807** or go to www.nowletstalkmoney.com

Have you heard of DRAMA Handy Loans?

Perhaps you need a loan to help you out of financial difficulty or to pay for an essential item for you or your family. Many people on a low income feel they will be unable to access affordable credit and turn to doorstep lenders thinking this is the only solution. The Cumbrian Credit Unions have joined forces to offer loans to those on a low income at an affordable rate.

The aim of the Handy Loans is to help you out of financial difficulty and to prevent you from feeling that doorstep lenders are the only option. For further information on the Handy Loans service call 01900 607500.

This table indicates how much you would pay back each week for loans of £100 to £600

On a loan of £500 you would pay £10.93 per week for 12 months, the total you would pay back is £567.90. If a loan of the same amount was taken with the Provident you could end up paying £855 back.

LOAN AMOUNT	52 WEEK HANDY LOAN 26.82% APR.		
	Weekly Payment	Interest Charged	Total Amount
£100	£2.19	£13.52	£113.52
£200	£4.37	£27.14	£227.70
£300	£6.56	£40.70	£340.70
£400	£8.74	£54.35	£454.35
£500	£10.93	£67.90	£567.90
£600	£13.11	£81.54	£681.54

STOCK INVESTMENT TIMETABLE FOR EXTERNAL WORKS ON BOTCHERBY

STOCK INVESTMENT PROGRAMME

In addition to completing the 'Improving Your Home' work to the inside of homes to meet the Government's Decent Homes Standard targets, Riverside Carlisle will be carrying out work to the outside of homes. This work will include roofs, chimneys, rendering, door and window canopies and fencing.

KEY

- Riverside Carlisle properties
- Owner occupiers (non-Riverside Carlisle properties)

2010/11 Proposed works programme i.e. runs from April 2010 to end of March 2011



STOCK INVESTMENT

Cumrew Close. Riverside have installed a new gate and repaired the step outside bungalows on Cumrew Close. This gate will deter cyclists who have using the path as a "rat run" and also improve the visual appeal of the area.

As part of Riverside's ongoing stock investment programme we have now completed the first stage of external works in Botcherby. The pilot of areas on **Durranhill Road** and **Ennerdale Avenue** have benefitted from new roofs, rendering, porches, guttering and chimney stacks. Work on both areas has been well received by tenants, residents and passers by.

PILOT SCHEMES

Pilot schemes have been carried out on Merith Avenue and Ennerdale Avenue to show customers what the completed homes will look like once external work has been carried out.